

## CLAIMS

What is claimed is:

1. An e-mail management apparatus, comprising:

a first storage unit for storing a record including one or more e-mail accounts provided to a customer and a corresponding terminal identifier for identifying a communication terminal carried by the customer;

means for changing the status of an e-mail account to active in response to a request by the customer, the e-mail account being included in the record stored in the first storage unit;

means for receiving e-mails;

a second storage unit comprising a storage location corresponding to a terminal identifier, wherein e-mails received by the receiving means are stored in the storage location corresponding to the terminal identifier included in a record stored in the first storage unit, and the record is designated by the e-mail account corresponding to a destination e-mail address of the e-mail;

first transmission means for transmitting a received e-mail to the communication terminal designated by the terminal identifier included in the record stored in the second storage unit corresponding to the e-mail account, when the e-mail account corresponding to the destination e-mail address of the received e-mail is active; and

second transmission means for transmitting the e-mail stored in the second storage unit corresponding to the terminal identifier of a communication terminal carried by the customer to the communication terminal.

2. The e-mail management apparatus of Claim 1, wherein

a set of text data is generated from the e-mails stored in the second storage unit; and

the set of text data is transmitted to the communication terminal designated by the terminal identifier corresponding to the storage location for storing the e-mails to a set of to be evaluated by using a browsing function, the

second transmission means transmitting the text data to the communication terminal designated by the terminal identifier.

3. The e-mail management apparatus of Claim 1, wherein  
the second transmission means notifies a list of titles of the e-mails stored in the storage location to the communication terminal designated by the terminal identifier corresponding to the storage location; and

the second transmission means forwards e-mails selected by the customer from among the list of titles of the e-mails in response to the transmission from the communication terminal.

4. The e-mail management apparatus of Claim 1,  
further comprising authentication means for authenticating a customer who requests a forwarding of the e-mails stored in the second storage unit,

wherein the second transmission means transmits the e-mails stored in the second storage unit to the communication terminal carried by the customer, when the terminal is authenticated by the authentication means.

5. The e-mail management apparatus of Claim 1, wherein  
the communication terminal is configured as a mobile phone; and  
a telephone number assigned to the mobile phone is used as the terminal identifier which is stored in the first storage unit.

6. An e-mail forwarding method, comprising the steps of:  
setting a status of at least one e-mail account corresponding to a terminal identifier as active, in response to a request from a communication terminal designated by the terminal identifier;  
receiving e-mails addressed to any of destination e-mail addresses corresponding to said at least one e-mail account;  
forwarding the e-mails received in the receiving step to the communication terminal designated by the terminal identifier corresponding to

said at least one e-mail account, the e-mails being addressed to a destination e-mail address corresponding to said at least one active e-mail account; and

forwarding, in response to a request, the e-mails received in the receiving step and addressed to destination e-mail addresses corresponding to at least one inactive e-mail account.